

Communication Theory

1. Label the following processes with 'sender', 'receiver', or 'both'.

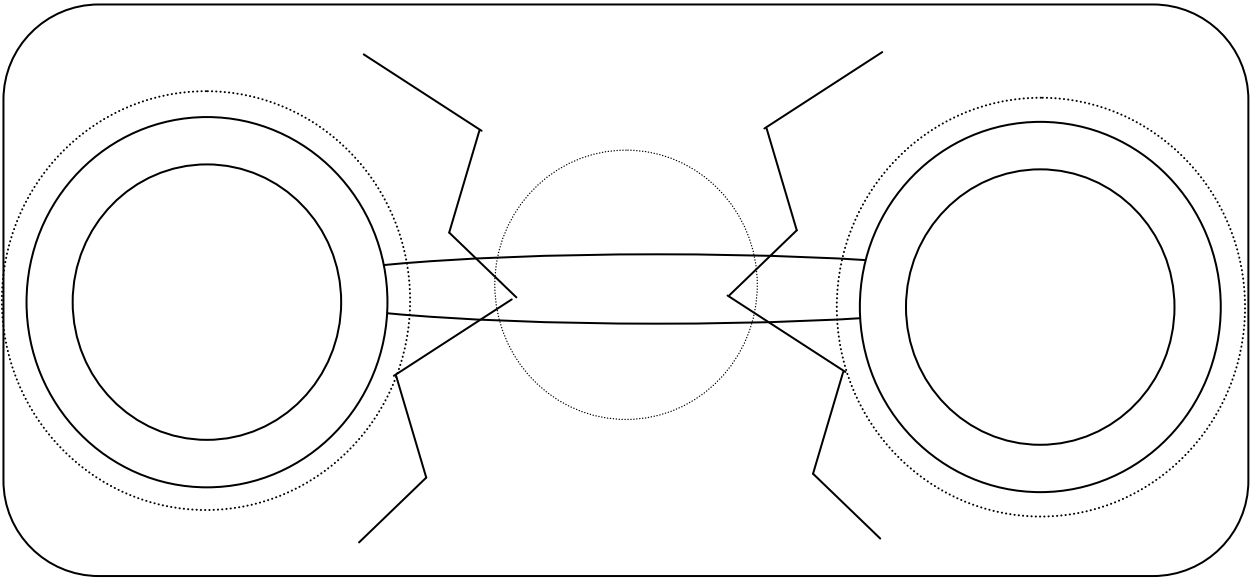
Decodes

Encodes

Gives feedback

2. Add the words in boxes to the following diagram where you think they are most appropriate.

sender	receiver	context	context	channel
message	feedback	perception	perception	needs
becomes sender	becomes receiver	purpose	field of experience	field of experience
decoding	encoding	noise/barriers	noise/barriers	feelings



3. Provide your own definitions for the following terms:

sender _____

receiver _____

encoding _____

decoding _____

message _____

channel _____

feedback _____

context _____

perception _____

nonverbal communication _____

4. Here is a communication situation:

Sophie is having trouble writing her assessment for an English communication project. She has had a lot of other work to complete in Biology and Legal Studies and has not set aside time for her English project. Her friend tries to talk to her about it. She responds to her problem by seeking to externalise the responsibility for this. She refuses to listen to her friend. The work is now overdue and her teacher Mr. Robertson is losing patience with her.

In conversation Sophie makes a number of comments:

“it’s not fair, teachers always give me a hard time!”

“...he [Mr. Robertson] just seems to like picking on me.”

“If there’s one thing that annoys me more than anything it’s that teachers think that their subject’s the only one that counts.”

Answer the following questions:

- ✿ What are two barriers to communication in the conversation between Sophie and her friend?

- ✿ Suggest two barriers that may prevent Sophie from speaking to her teacher about the assessment?
